

## **JOHN KEVIN B. ELLASO**

Flat #701, Al Safadi Building, Rigga, Dubai, UAE

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### **OBJECTIVE:**

To be a part of a company where I can contribute my excellent customer service skills & secure a position where I can gain experience that will enhance further my skills and talents for continuous career growth & improvement.

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### **SKILLS:**

- Self-motivated, Initiative, High level of energy.
- Verbal communication skills.
- Tolerant and flexible to different situation.
- Fast learner, adaptability and ability to work under pressure.
- Exceptional flexibility to work varied shifts, weekends, and holidays.
- Approachable and easy-going character; enjoys working with people and meeting new people.

### **WORK EXPERIENCE:**

**CARREFOUR (Capricorn Bakery L.L.C.)**

October 2021- March 2025

**Reliever / Team Leader**

United Arab Emirates

#### **Stall and Market Salesperson**

#### **Duties and Responsibilities:**

- **Experience in Sales Associate and Customer Service/Care such as:**
  1. Receiving delivery and make sure the bread or item that been deliver is In good condition and presentable.
  2. Displaying all the bread or item in the proper area and in a beautiful arrangement.
  3. Make sure of making order is complete and exactly for the whole day so the waste Are less and the sales are more.
  4. Before the shift start in the morning and at the end of the shift always double check that all the expiries have been removed.
  5. Understanding clients' needs and providing suitable product.
  6. Welcome the customer's by greeting them with smile.
  7. Responsible for keeping the records of the products, delivery receipt, damaged products and complimentary items.
  8. Submission of monthly sales reports, inventory report to supervisors.
  9. Offering them assistance.
  10. Direct customer's by suggesting items.
  11. Advised customers by providing right information on products.
  12. Help customer's makes selection by building customer's confidence offering suggestion and opinion.
  13. Target revenue.

**Levant Village Restaurant**  
January 2021 – October 2021

**Al Qusais 1, Dubai**  
United Arab Emirates

**Cashier/Captain Order/Waiter**

**Duties and Responsibilities:**

- **Experience in Cashier, Host/Hostess, Taking Order, Waiter and Customer Service/Care such as:**

1. Receive payments and present change to customers.
2. Manage the register, including all credit card and cash operations.
3. Ensure a balance of the register at the end of the shift of working period.
4. Welcoming the guests in warm and friendly manner.
5. Manage reservations, Escort customers to assigned dining or bar areas.
6. Greet guests upon departure.
7. Answering incoming calls and address guests' queries.
8. Assist guests while sitting, ensure guests are serviced within specified time.
9. Has a good knowledge of menu and able to answer any question regarding menu  
Assist with menu selection, Communicate with the kitchen regarding available in the menu and specialty.
10. Taking guests order, speak with guests and staff using clear and professional language.
11. Make sure table are clean and presentable, Serve beverage and food courses to guests.
12. Check the guests to ensure satisfaction with each food course and beverages, Responsible for clearing, collecting and returning food and beverage items to proper area, Maintain cleanliness of work areas, plate, glass, etc. throughout the shift.
13. Present accurate final bill to the guests and process payment, Sincere farewell to the guests, Provide excellent customer service to the guests.

**Al Fuad Exchange**  
August 21, 2019 - December 2020

**Al Rigga, Dubai**  
United Arab Emirates

**Office Boy / Clerk**

**Duties and Responsibilities:**

- **Experience in Remittance Exchange, Filing, Document Controller, Marketing, Telephone Operator and Customer Care such as:**

01. Answering the telephone by providing exchange rate to the customers inquiries;
02. Arranging the paper or receipt based on its order / series;
03. Keeping the documents and placing them in the correct folder;
04. Encoding ATM cards in Microsoft Excel;
05. Input filing receipt in Excel and print it out by attaching it the filing box;
06. Marketing campaigns to promote are remittance exchange by giving flyers, promotion and information to the customer ;
07. Maintaining supplies and stationary that are always complete and full of stock;
08. Maintaining the cleanliness of the remittance exchange,
09. Particular care properly for them and they fully satisfy and happy to your customer service so they back into the remittance exchange.

**Terranova ( Rimini Italia Corp.)**  
June 2018 – July 2019  
**Sales Associate**  
**Duties and Responsibilities:**

**Retail**  
Philippines

- **Experience in Retail store operations, Stock control, Sales and Customer care such as:**
  1. Welcome the customer's by greeting them with smile ;
  2. Understanding clients' needs and providing suitable product;
  3. Responsible for keeping the records of the products, delivery receipt, damaged products and complimentary items;
  4. Submission of monthly sales reports, inventory report to supervisors;
  5. Offering them assistance
  6. Direct customer's by escorting them to racks and counter, suggesting items;
  7. Advised customers by providing right information on products;
  8. Help customer's makes selection by building customer's confidence offering suggestion and opinion;
  9. Upselling and Cross-Selling;
  10. Target revenue.

**Education:**

Tertiary/Vocational : Jacobo Z. Gonzales Memorial School of Arts and Trade  
: San Antonio Biñan Laguna  
: 6 months /1 year On Job Trainee (OJT)  
: 2011  
Secondary : Nereo R. Joaquin National High School  
: Saint Rose II Casile Biñan Laguna.  
: 2010– 2011

**PERSONAL DATA:**

Date of birth : September 22, 1994  
Place of birth : Biñan Laguna                      Sex : Male  
Height : 5'4    Weight : 140 Lbs.  
Citizenship : Filipino  
Civil Status : Single  
Visa Status : Employment visa

**CHARACTER REFERENCES:**

**Ms. Nerissa Bracia**  
**Admin Supervisor**  
Engine Health and Fitness  
+971 501679942

**Mr. Mark Anthony Ambas**  
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German Hospital  
+971 522846749

I hereby certify that all information given is correct and true.

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JOHN KEVIN B. ELLASO